**Academic Success Center**

**Students’ Rights & Responsibilities**

Every student has the right to a clean, comfortable, accessible environment in the Academic Success Center. Therefore, ASC will maintain the tutoring and studying spaces in a way that is conducive to tutoring and studying. For this reason, we ask that students keep their areas tidy and bring only covered drinks into the center; food is not allowed inside ASC. All tutoring sessions must take place within the Academic Success Center, unless there is an instructional or accessibility issue that can only be resolved in another location. Requests for alternative locations must be approved by ASC staff.

Every student has the right to be treated with respect and consideration. Therefore, all tutors, staff, and faculty will treat students with courtesy and patience. Students are expected to treat others with the same respect and to be considerate of other students using the space. Anyone who conducts themselves in an unprofessional, disruptive, or threatening manner may face sanctions or disciplinary action. Students should contact ASC staff if problems arise in the tutoring sessions that cannot be resolved by the tutor and tutee.

Every student has the right to be treated as an individual. Therefore, tutors will encourage students in their academic endeavors and will not question or judge students’ intellects or motivations. Students are expected to extend the same courtesy to their fellow students.

Every student has the right to expect his or her confidentiality to be respected by tutors and staff. For this reason, tutors and staff are trained in confidentiality issues and will not discuss individual students with friends, family, or other students. Students are expected to extend the same courtesy to fellow students whom they encounter in ASC.

Every student has the right to be assisted by a tutor. For this reason, ASC ensures that tutors are scheduled for appointments and walk-in MTH assistance. However, we ask that students understand that tutors may not be available in all subjects at the time of request.

Every student has the right to the attention of the tutor for the entire tutoring session. For that reason, tutors at ASC do not utilize phones, tablets, or other distractions during sessions. For their part, students are also expected to give the
sessions their full attention, to silence cell phones, and not to bring friends to one-on-one peer tutoring sessions.

Every student has the right to expect that their sessions begin on time. Therefore, tutors will arrive on time and ready to work. Students are expected to extend the same courtesy to tutors. We understand that emergencies happen, and we ask that both tutors and students communicate with ASC in the event of unforeseen delays. After 15 minutes, appointments may be canceled and tutors may be assigned to work with other students. Students who demonstrate a pattern of arriving late or not showing up for appointments may have their tutoring access suspended until they meet with one of the tutoring coordinators.

Every student has the right to work with a tutor skilled in the subject being tutored. For that reason, ASC hires tutors with excellent academic records and faculty recommendations; ASC also assigns tutors to assist with classes they have passed with an A or B. However, tutoring is not a substitute for attending class. Students are expected to attend class and are not allowed to schedule tutoring sessions during their class time.

Every student has the right to work with a tutor who is focused and prepared. Therefore, tutors will seek out appropriate resources to assist students. Students are expected to come prepared and to bring textbooks, syllabi, and assignments to their tutoring appointments.

Every student has the right to make the final decision regarding his or her work. Tutors may suggest strategies for studying and for completing and evaluating work, but students are ultimately responsible for their own work. Tutors are not allowed to do homework for students, nor are they allowed to help on quizzes and exams.

Every student has the right to learn strategies for effective study and exam preparation and to be directed to more resources as needed. For that reason, our tutors are trained in learning styles and strategies. In addition, our staff is available to offer further suggestions and resources. Students are expected to take responsibility for seeking out additional help when they require it.